

6.9.2.3 Wallet Cards

The Contractor shall provide wallet cards, for cardholders to use as a quick reference guide. The wallet card shall provide illustrative and text-based instructions on EBT topics such as transaction processing, customer service and ARU access, reporting of lost or stolen cards, and exposure to loss of benefits prior to reporting a card lost or stolen.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.9.2.4 Training Posters

The Contractor shall design, print and distribute posters informing recipients about EBT implementation and EBT functions. Posters shall be distributed to CWDs three (3) months prior to implementation for each rollout area.

The Bidder shall provide each county welfare office and each training site with not less than eight (8) posters. Posters shall be of sufficient size, font, color, and design to insure readability. The content and layout of posters shall be defined by the Deliverable Expectation Document process. In no case shall posters be smaller than twenty (20) inches by twenty-eight (28) inches. The Bidder shall provide posters in accordance with the language requirements as specified in Section 6.9.2.1.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.9.2.5 Training Video

The Contractor shall develop a training video for distribution to county offices or designated card issuance locations. The training video shall be no more than fifteen (15) minutes in length, shall run in a continuous loop for one (1) hour, and shall cover similar topics as listed above for training pamphlets. The training video shall be directed at the sixth grade education level and shall include closed captioning. The State shall review and approve the video script and video prior to production.

The Contractor shall provide copies in English and Spanish, and the other languages as specified in Section 6.9.2.1 as required to meet counties' training needs. Videos produced in the additional required languages may be dubbed. The Contractor is not required to re-film the entire video in the foreign language.

The Contractor shall maintain the master recipient training video for the purpose of making copies as needed throughout the term of the contract. The contractor is responsible for producing sufficient copies of the video(s) to provide:

- Not less than five (5) copies per county district office in each language required by that district office
- Not less than two (2) copies of each video to the State

The Contractor shall provide additional copies as required for State and county offices on an as needed basis at no additional charge to the State.

If necessary, due to system changes during the life of the contract, the Contractor shall provide new releases of the training video addressing new training information.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____